Post-incident Review Template

# Summary

* One paragraph
* Focus on the user impact (first).

# Timeline

* Highlight key decisions/actions that were done
* Use UTC/BST timestamps

# Impact

* How were the SLOs/SLAs affected?
* Who were the affected users/reports?

# What helped / What hurt

* What helped to remedy the solution?
* What hurt or hampered the remedy?
* Keep this section short and bullet for convenience

# Contributing factors

* Who were the people involved?
* What processes/ tech were involved?
* Which environment was it related to?

# Actions

What can we do to:

* Prevent
* Contain
* Detect

Each of the above should have an owner & date